

Crown
Commercial
Service
Supplier

RM6302 Language Services Framework

Lot 2 – Translation Services



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Disclaimer

The information contained in this Prospectus is not commercially sensitive. Where information is not a matter of public record, appropriate permission has been obtained for inclusion.



Supplier Introduction

About LingvoHouse

LingvoHouse Translation Services Ltd is a UK-based translation and localisation agency headquartered in London. We deliver professional translation services to organisations operating in regulated, high-volume and time-critical environments, including central government, the NHS and the wider public sector.

We provide written translation and localisation services across more than 500 languages, supporting policy, operational, technical and public-facing communications. Our services are designed to scale, enabling buyers to manage both ad-hoc requirements and long-running multilingual programmes through a single delivery partner.



Working with us

Our approach is built around disciplined delivery, transparency and accountability. We focus on how translation is commissioned, managed and quality-assured in practice, ensuring buyers can rely on predictable outcomes and clear governance.

Delivery-led relationships

We work as an extension of our clients' operational teams. Engagement is based on clear roles, agreed service levels and consistent points of contact, enabling efficient collaboration over the life of a contract.

Operational integrity

All work is delivered through a controlled workflow aligned to ISO 9001 and ISO 17100. This ensures consistency of process, traceability of decisions and appropriate quality assurance for each assignment.

Security and confidentiality

We apply secure handling of files, controlled access to systems and contractual confidentiality obligations across our supply chain, reflecting the requirements of public-sector buyers.

Why choose us

Depth and scalability

LingvoHouse maintains the operational capacity to manage high volumes across multiple languages without compromising quality or turnaround times.

Service quality and consistency

We assign linguists based on subject-matter expertise and apply structured quality checks to ensure accuracy, clarity and fitness for purpose.

Transparent and reliable delivery

Buyers are provided with visibility of progress, clear audit trails and predictable delivery, supporting effective contract management and value for money.

Team Structure

LingvoHouse operates a centrally governed team structure designed to provide clear accountability, depth of expertise and scalable delivery across all translation and localisation services



Leadership and Governance

LingvoHouse is led by an experienced senior management team with long-standing expertise in translation, localisation and language technology. Strategic oversight ensures that service delivery, quality management, information security and compliance remain aligned with public-sector requirements.

Overall responsibility for service performance sits at senior leadership level, providing buyers with assurance that delivery standards, risk management and continuous improvement are actively governed.

LingvoHouse operates in line with recognised international standards, including ISO 9001 (Quality Management), ISO 17100 (Translation Services) and ISO 27001 (Information Security Management).



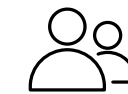
Supplier Relationship Management

Supplier Relationship Manager (SRM)

The SRM is the primary point of accountability for buyers. Responsibilities include contract governance, performance monitoring, issue escalation and coordination across delivery teams throughout the life of each call-off.

Call-Off Competition Contact

A designated commercial contact manages buyer enquiries, clarifications and participation in further competitions under RM6302, ensuring continuity and procedural clarity.



Linguistic Resource Model

LingvoHouse draws on a controlled global network of over 5,000 native-speaking professional linguists with verified qualifications and subject-matter expertise. Linguists are selected based on language, domain knowledge, security requirements and performance history.

Core operational and management functions are delivered by employed staff. Linguistic capacity can be scaled nationally and internationally to meet fluctuating demand without compromising quality, security or turnaround times.



Delivery and Operations

Project Management Team

Experienced project managers coordinate all translation activity, including scheduling, resource allocation, workflow control and buyer communication. This ensures predictable delivery and clear ownership of each assignment.

Quality and Linguistic Management

Linguistic quality is overseen by dedicated quality management personnel who ensure that translators are appropriately qualified, briefed and reviewed in line with ISO 17100 requirements.

Technology and Systems Support

Specialist staff maintain LingvoHouse's secure translation systems, client portal and automation tools, supporting efficiency, data security and real-time visibility of delivery progress.

Social Value

LingvoHouse delivers Social Value through its core operating model, focusing on fair work practices, inclusive access to employment and environmentally responsible delivery.

Key commitments

- Ethical engagement of linguists, with transparent selection, fair remuneration and clear contractual terms
- Support for remote and flexible working, widening access to skilled employment across the UK and internationally
- Digital-first delivery model, reducing travel, paper usage and environmental impact

Social Value commitments are monitored internally and aligned with the commitments made at framework award stage. Reporting can be provided to buyers at call-off level where required.

Mandatory Services – Translation (Lot 2)

LingvoHouse has extensive experience delivering professional translation and localisation services across a wide range of sectors, including central government, local authorities, the NHS, regulated industries and international consumer brands. Our translation services are designed for environments where accuracy, consistency, governance and turnaround times are critical.

We can help you with:

- Translation of policy documents, guidance, reports, correspondence and operational materials.
- Localisation of public-facing content for diverse linguistic and cultural audiences.
- Website and digital content translation aligned to user journeys and accessibility requirements.
- Technical and specialist translation requiring subject-matter expertise.
- Certified translations for official and statutory purposes.
- Medical and healthcare translation for patient-facing and clinical materials.
- Media and creative translation where tone, intent and clarity are essential.
- Urgent and time-critical translation delivered through prioritised workflows

All translation services are delivered through a controlled, ISO-aligned workflow. Content is assessed at intake, allocated to qualified linguists with relevant subject expertise, and quality-assured in line with ISO 17100. Buyers are provided with clear audit trails and predictable delivery.

Case Studies

Central Government

Service provided: Large-scale written translation and localisation

Challenge addressed: The client required the translation of policy and guidance documents into multiple languages within fixed parliamentary and publication deadlines. A key challenge was maintaining strict terminology consistency across departments while managing high volumes and sequential updates.

Supplier role: LingvoHouse acted as the central translation partner, establishing controlled workflows, applying centralised glossary and translation memory management, allocating subject-specialist linguists, and overseeing quality assurance to ensure accuracy, consistency and on-time delivery.

Local Authority

Service provided: Translation and localisation of public-facing information

Challenge addressed: The authority needed to communicate essential public information to diverse community language groups, ensuring content was accessible to non-specialist audiences while meeting equality and accessibility obligations.

Supplier role: LingvoHouse provided end-to-end localisation, selecting linguists with community-language expertise, adapting content using plain-language principles, and managing delivery through a controlled workflow to ensure clarity, cultural appropriateness and compliance.

NHS body

Service provided: Medical and healthcare translation

Challenge addressed: Patient-facing healthcare materials required translation within regulatory timeframes, with a high requirement for accuracy, sensitivity and suitability for diverse patient populations.

Supplier role: LingvoHouse allocated qualified medical linguists, applied enhanced quality checks, and managed delivery schedules to ensure clinically accurate translations were delivered securely and on time.

Optional Services – Language Technology (MTPE / MTQE)

LingvoHouse provides optional language technology services that combine AI-enabled translation with professional human insight. This specialism supports the controlled and responsible use of machine translation within defined quality and risk thresholds, ensuring efficiency gains are achieved without compromising accuracy, accountability or public-sector suitability.

Service definition

1. **Machine Translation Post-Editing (MTPE):** Bringing automated translation output to an agreed publishable or operational standard through professional human review.
2. **Machine Translation Quality Evaluation (MTQE):** Assessing raw machine translation output to determine suitability for deployment based on content risk and intended use.
3. **Advisory support:** Guidance on appropriate use cases for hybrid human–AI workflows, including when automated translation should and should not be applied.

Delivery and control

Technology-supported services are delivered through a governed workflow that integrates automation with expert human oversight:

- **Human oversight:** All AI-generated output is reviewed by qualified linguists who apply contextual, linguistic and cultural judgement that automated systems cannot replicate.
- **Risk management:** Content is assessed at intake and outputs are evaluated against agreed quality criteria aligned to sensitivity, regulatory risk and audience.
- **Fitness for purpose:** Decisions on deployment are evidence-based, ensuring translated content is appropriate for operational or public-facing use.

Benefits and constraints

- **Efficiency:** Enables cost and time savings for high-volume or time-sensitive content.
- **Speed:** Supports near real-time understanding of foreign-language materials where required.
- **Constraint:** Not suitable for all content types; rigorous assessment of fitness for purpose is applied before use.

Case Studies

Financial services organisation

Service provided: MTPE-supported translation workflow

Challenge addressed: The client required near real-time translation of high volumes of compliance-related content across multiple languages. Content was time-sensitive and accuracy-critical, creating a risk if fully automated translation were used without oversight.

Supplier role: LingvoHouse designed and managed a hybrid workflow combining automated processing with human post-editing. Professional linguists applied MTPE and quality checks, enabling rapid turnaround while maintaining accuracy and regulatory suitability.

Public sector supplier

Service provided: Machine Translation Quality Evaluation (MTQE)

Challenge addressed: The organisation needed to determine whether machine-translated content could be safely deployed for operational use without introducing quality or reputational risk.

Supplier role: LingvoHouse conducted structured MT quality evaluation against agreed criteria, provided evidence-based assessment of suitability, and supported informed decision-making on deployment and risk management.



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